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Radiantly Healthy MD
Medical Appointment Scheduling, No-Show and Cancellation Policy
Effective June 15, 2017

Dear Patient:

As you know, we are always trying to better serve our patients. Unlike most medical offices, we believe that the educational component is the most important aspect of your appointment. Understanding the 'why' for change is one of the first steps on your journey to becoming Radiantly Healthy. Therefore, it does not serve you to have an appointment without **complete** labs and diagnostic tests. We do our best to ensure that your chart is prepared for an excellent visit:

- We call 4 weeks prior to remind you to do your labs.
- We call 2 weeks prior to remind you of your appointment and to inquire if and where you have had your labs and diagnostics performed.
- We call 1 week prior if it appears that the labs will not be complete on time, **to reschedule your appointment. Your appointment will be rescheduled even if we do not reach you by phone.**
- We email you 1 week prior to remind you of your appointment.
- We call you 24-48 hours prior to remind you of your appointment.

Unfortunately, the rescheduling of the appointment creates a lot of frustration and dissatisfaction. We often hear that the lab tech promised they would be back in time. None of the lab techs in any of the labs can offer that reassurance-they are speaking of their experience with other physicians who order minimal testing. Our staff knows very well how long the results will take to be received in the office.

Prescription refills can also be problematic when results are not available. For controlled medications like testosterone, state and federal laws restrict our ability to refill without a visit. **Most times, we are unable to refill** which can be detrimental to your health. We will offer a refill visit at a reduced charge to mitigate this situation. We also are unable to 'tweak' any prescriptions until you have your scheduled appointment. Unfortunately, non-controlled refills will only be extended until your rescheduled appointment. If your insurance requires 90 day prescriptions, we will **not** be able to accommodate. It is malpractice to continue to prescribe without appropriate testing and follow up.

We are also faced with another dilemma; it is malpractice to allow results to remain 'outstanding' for more than 4 weeks. For this reason, you will not be rescheduled further out than that. Oftentimes, an appointment will **not be available** with Dr. Hunton to review the results as she is scheduled months in advance. When your results are not available in time, you may be scheduled with one of the physician assistants for this appointment.

We would like to make the following suggestions to create a better scheduling experience:

- Schedule an appointment with your laboratory. It is best to schedule for 3 weeks prior to your appointment with Radiantly Healthy MD (do it today as you leave our office!)
- We can schedule you to have the labs drawn at our office on Tuesday and Thursday mornings with Suncoast Pathology (an independen-

dent laboratory with no financial ties to Radiantly Healthy MD or Dr. Hunton.)

- Functional testing must be submitted 3 weeks prior to your scheduled appointment. Please call the office the day that you submit your specimen so that we can track the results.

We understand that life happens and sometimes you need to reschedule your appointment. Please notify us no less than 48 business hours prior to your scheduled appointment to avoid a reschedule fee. We may be able to convert your appointment to a phone appointment if approved by Dr. Hunton or the physician assistants *in advance*. Phone appointments are the same fee as in person appointments. In extenuating circumstances, your reschedule fee payment may be applied to your scheduled appointment fee at the discretion of the office manager. **RHMD's reschedule fee is \$50 and payment will be required before any future appointments can be scheduled.** Please see the above discussion regarding prescription refills.

If you do not call to reschedule or do not show up for a scheduled appointment, you will not only be charged the cancellation fee but will have to pay in advance to be placed back upon the schedule.

On our part, we will try our best to stay on schedule and we will attempt to contact you when we are running behind. On the other hand, if you are late for your appointment, it may necessitate a shortened appointment or rescheduling. If the appointment must be rescheduled, the reschedule fee may be applied.

If you have any questions regarding this policy, please let a staff member know so we may clarify any questions.

By signing this policy, you state that you have read and understand the **Radiantly Healthy MD Medical Appointment Scheduling, No-Show and Cancellation Policy** and agree to its terms. I also understand that the above policy may be amended as needed by the practice.

I, _____ (patient name), have received a copy of **Radiantly Healthy MD Medical Appointment Scheduling, No-Show and Cancellation Policy**